

**MAHANAGAR TELEPHONE NIGAM LIMITED**

(A GOVERNMENT OF INDIA ENTERPRISE)

CIN L32101DL1986GOI023501

Registered and Corporate Office: Mahanagar Doorsanchar Sadan 5<sup>th</sup> Floor, 9 CGO Complex, Lodhi Road, New Delhi - 110 003. Tel: 011-24319020, Fax: 011-24324243, Website: [www.mtnl.in](http://www.mtnl.in), Email: [mtnlcsc@gmail.com](mailto:mtnlcsc@gmail.com)

**MTNL/SECTT/SE/2026****September 05, 2026**

**To,**  
**BSE Limited,**  
Phiroze Jeejeebhoy Towers, Dalal Street, Fort,  
Mumbai – 400 001.  
**Scrip Code: 500108**

**To,**  
**National Stock Exchange of India Limited (NSE)**  
Exchange Plaza, Plot No. C/1, G Block Bandra Kurla  
Complex, Bandra (East), Mumbai – 400 051  
**Scrip Symbol: MTNL**

**Sub: SUBMISSION OF BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR) OF MTNL FOR FY 2025-26 - reg**

Dear Sir,

Pursuant to Regulation 34(2)(f) of SEBI (LODR) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) of MTNL for FY 2025-26, which also form part of the Annual Report of MTNL for FY 2025-26.

Kindly take the above information on record.

Thanking You,

Yours faithfully

**(RATAN MANI SUMIT)**  
**COMPANY SECRETARY**

**Encl: BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR) OF MTNL FOR FY 2025-26**

## ANNEXURE VII TO DIRECTORS' REPORT

### BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

#### SECTION A: GENERAL DISCLOSURES

##### I. DETAILS OF THE LISTED ENTITY

1. **Corporate Identity Number (CIN) of the Listed Entity:** L32101DL1986GOI023501
2. **Name of the Listed Entity:** Mahanagar Telephone Nigam Limited
3. **Year of Incorporation:** 1986
4. **Registered Office Address:** Mahanagar Doorsanchar Sadan, 5th Floor, 9, CGO Complex, Lodhi Road, New Delhi-110 003
5. **Corporate Address:** Mahanagar Doorsanchar Sadan, 5th Floor, 9, CGO Complex, Lodhi Road, New Delhi-110 003.
6. **E-mail:** mtnlcsco@gmail.com, mtnlcsco@bol.net.in
7. **Telephone-** 011-24317225
8. **Website:** www.mtnl.in
9. **Financial Year for which Reporting is being done:** 2025-26
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited & National Stock Exchange of India Limited
11. **Paid-up Capital:** Rs 630 Crore
12. **Name and Contact Details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:** Shri Ratan Mani Sumit, Company Secretary, Tel no. 011-24317225, Email ID mtnlcsco@gmail.com, mtnlcsco@bol.net.in
13. **Reporting Boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together) -** Standalone Basis.
14. **Name of the Assurance Provider –** Not applicable as per SEBI/HO/CFD/CFD/SEC-2/P/CIR/2023/122 dated 12.07.2023 and SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated 28.05.2025 as MTNL does not fall under the top 1000 listed entities by Average Market capitalisation from July 01, 2025 to December 31, 2025
15. **Type of Assurance Obtained -** Not applicable as per SEBI/HO/CFD/CFD/SEC-2/P/CIR/2023/122 dated 12.07.2023 and SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated 28.05.2025 as MTNL does not fall under the top 1000 listed entities by Average Market Capitalisation from July 01, 2025 to December 31, 2025.

## II. Products/Services

### 16. Details of Business Activities (accounting for 90% of the turnover):

| S. NO. | Description of Main Activity                                 | Description of Business Activity | % of Turnover of the entity |
|--------|--------------------------------------------------------------|----------------------------------|-----------------------------|
| 1.     | Basic & Other Services (Landline, Broadband, FTTH, Cellular) | Telecommunications               | 25.96%                      |
| 2.     | Infrastructure Leasing                                       | Infrastructure Leasing           | 34.53%                      |

### 17. Products/Services sold by the Entity (accounting for 90% of the Entity's Turnover)

| S. No. | Name of Product/Service                                                                                                                                                                                                        | Nic Code      | % of Total Turnover Contributed |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------------------|
| 1.     | Wireless Telecommunication Activities<br>Activities of Internet access by the operator of the wireless infrastructure (61201)<br>Activities of maintaining and operating cellular and other telecommunication networks (61202) | 61201 & 61202 | 1.15                            |
| 2.     | Wired Telecommunication Activities<br>Activities of Basic Telecom Services: telephone, telex, and telegraph (61101)<br>Activities of providing internet access by the operator of the wired infrastructure (61104)             | 61101 & 61104 | 24.81                           |
| 3.     | Infrastructure Leasing (68100)                                                                                                                                                                                                 | 68100         | 34.53                           |

## III. Operations

### 18. Number of Locations where Plants and/or Operations/Offices of the Entity are situated:

| Location        | Number of Plants | Number of Offices | Total |
|-----------------|------------------|-------------------|-------|
| National        | NA               | 3*                | 3     |
| International** | NA               | NA                | NA    |

\* Corporate Office, Delhi Unit and Mumbai Unit. For operational efficiency, Delhi and Mumbai Units have offices in different areas/zones of Delhi and Mumbai.

\*\*International Telecom Operations in 2 countries (Mauritius & Nepal) are served by Mahanagar Telephone Mauritius Limited (MTML), a Wholly Owned Oversees Subsidiary of MTNL in Mauritius and United Telecom Limited (UTL) Nepal a Joint Venture Company of MTNL in which MTNL holds 26.68% shares respectively.

### 19. Markets served by the Entity:

#### a. Number of Locations

| Locations                        | Number |
|----------------------------------|--------|
| National (No. of States)         | 2*     |
| International (No. of Countries) | NA     |
| * Delhi & Maharashtra (Mumbai)   |        |

- b. What is the contribution of exports as a percentage of the Total Turnover of the Entity - Not Applicable
- c. A brief on types of customers:

MTNL offers services in categories of wireless and wire-line telecommunication to the customers of MTNL. The customers can use the various services such as Landline, Broadband, Mobile Services, FTTH, Leased Circuits, Enterprise services, MPLS, Industrial Training, Toll Free services, ISDN, EPABX, Universal Access Number, etc. MTNL and BSNL have entered into a "SERVICE AGREEMENT" on 22.11.2024 under which BSNL has been entrusted with the responsibility to undertake the maintenance and operational activities of MTNL's Telecom Services w.e.f. 01.01.2025. According to the Service Agreement, BSNL shall be responsible to run MTNL's telecom services by undertaking maintenance and running activities of MTNL completely. Also, BSNL will invest capital (CAPEX) and other resources (OPEX) for the smooth running of the entire operation in Delhi and Mumbai. The CAPEX and related OPEX will be part of BSNL Balance sheet and EBITDA, and OPEX for MTNL assets will be part of MTNL EBITDA. In pursuance of this agreement, creation of Delhi BA, BSNL in telecom operational area of MTNL Delhi and Mumbai BA, BSNL in the telecom operational area of MTNL Mumbai has been notified by BSNL and the procurement in MTNL is now being done through BSNL.

#### IV. Employees

##### 20. Details as at the end of Financial Year: 31.03.2026

- a. Employees and Workers (including differently abled):

| S. No.    | Particulars               | Total (A)      | Male    |         | Female  |         |
|-----------|---------------------------|----------------|---------|---------|---------|---------|
|           |                           |                | No. (B) | % (B/A) | No. (C) | % (C/A) |
| EMPLOYEES |                           |                |         |         |         |         |
| 1.        | Permanent (D)             | 2795           | 2263    | 80.97   | 532     | 19.03   |
| 2.        | Other than Permanent (E ) | NOT APPLICABLE |         |         |         |         |
| 3.        | Total Employees (D + E)   | 2795           | 2263    | 80.97   | 532     | 19.03   |
| WORKERS   |                           |                |         |         |         |         |
| 4.        | Permanent (F)             | NOT APPLICABLE |         |         |         |         |
| 5.        | Other than Permanent (G)  |                |         |         |         |         |
| 6.        | Total Employees (F +G)    |                |         |         |         |         |

- b. Differently abled Employees and Workers:

| S. No.                      | Particulars               | Total (A)      | Male    |         | Female  |         |
|-----------------------------|---------------------------|----------------|---------|---------|---------|---------|
|                             |                           |                | No. (B) | % (B/A) | No. (C) | % (C/A) |
| DIFFERENTLY ABLED EMPLOYEES |                           |                |         |         |         |         |
| 1.                          | Permanent (D)             | 25             | 23      | 92      | 2       | 8       |
| 2.                          | Other than Permanent (E ) | NOT APPLICABLE |         |         |         |         |

| S. No.                           | Particulars              | Total (A)      | Male    |         | Female  |         |
|----------------------------------|--------------------------|----------------|---------|---------|---------|---------|
|                                  |                          |                | No. (B) | % (B/A) | No. (C) | % (C/A) |
| 3.                               | Total Employees (D + E)  | 25             | 23      | 92      | 2       | 8       |
| <b>DIFFERENTLY ABLED WORKERS</b> |                          |                |         |         |         |         |
| 4.                               | Permanent (F)            | NOT APPLICABLE |         |         |         |         |
| 5.                               | Other than Permanent (G) |                |         |         |         |         |
| 6.                               | Total Employees (F +G)   |                |         |         |         |         |

**21. Participation/Inclusion/Representation of Women**

|                          | Total (A) | No. and Percentage of Females |           |
|--------------------------|-----------|-------------------------------|-----------|
|                          |           | No. (B)                       | % (B / A) |
| Board of Directors       | 08        | 01                            | 12.50     |
| Key Management Personnel | 02        | 00                            | 0.00      |

**22. Turnover Rate for Permanent Employees and Workers (Disclose trends for the past 3 years):**

|                     | FY 2025-26     |        |       | FY 2024-25 |        |       | FY 2023-24 |        |       |
|---------------------|----------------|--------|-------|------------|--------|-------|------------|--------|-------|
|                     | Male           | Female | Total | Male       | Female | Total | Male       | Female | Total |
| Permanent Employees | 0.551          | 0.395  | 0.515 | 0.571      | 0.688  | 0.593 | 0.552      | 0.058  | 0.610 |
| Permanent Workers   | NOT APPLICABLE |        |       |            |        |       |            |        |       |

**V. Holding, Subsidiary and Associate Companies (including Joint Ventures)**
**23. (a) Names of Holding / Subsidiary / Associate Companies / Joint Ventures**

| S. No. | Name of the Holding/ Subsidiary / Associate Companies /Joint Ventures | Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture | % of Shares held by Listed Entity | Does the Entity indicated at column A, participate in the Business Responsibility initiatives of the Listed Entity? (Yes/No) |
|--------|-----------------------------------------------------------------------|----------------------------------------------------------------|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 1.     | Millennium Telecom Ltd. (MTL)                                         | Wholly owned Indian Subsidiary                                 | 100                               | No                                                                                                                           |
| 2.     | Mahanagar Telephone (Mauritius) Limited (MTML)                        | Wholly owned Overseas Subsidiary                               | 100                               | No                                                                                                                           |
| 3.     | MTNL STPI IT Services Ltd. (MSITS)                                    | Joint Venture                                                  | 50                                | No                                                                                                                           |
| 4.     | United Telecommunications Ltd. (UTL), Nepal                           | Joint Venture                                                  | 26.68                             | No                                                                                                                           |

## VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: NO  
(ii) Turnover (in Rs.) 1468.81 Crore  
(iii) Net Worth (in Rs.) (-) 29974.84 Crore

## VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the Principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) | FY 2024-25                                 |                                                              |                                   | FY 2023-24                                 |                                                              |                                   |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------|-----------------------------------|--------------------------------------------|--------------------------------------------------------------|-----------------------------------|
|                                                   |                                                                                                              | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks                           | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks                           |
| Communities                                       | Not Applicable                                                                                               |                                            |                                                              |                                   |                                            |                                                              |                                   |
| Investors (other than Shareholders)               | Refer to point no.1 <a href="https://mtnl.in/investors.html">https://mtnl.in/investors.html</a>              |                                            |                                                              |                                   |                                            |                                                              |                                   |
| Shareholders                                      | Refer to Point no.1 <a href="https://mtnl.in/investors.html">https://mtnl.in/investors.html</a>              | 2                                          | 0                                                            | All the 2 Complaints are resolved | 4                                          | 0                                                            | All the 4 Complaints are resolved |
| Employees and workers                             | Refer Principle No 3 Point no 6                                                                              |                                            |                                                              |                                   |                                            |                                                              |                                   |
| Customers                                         | Refer Principle No 9 and Point No 2                                                                          |                                            |                                                              |                                   |                                            |                                                              |                                   |
| Value Chain Partners                              | Not Applicable                                                                                               |                                            |                                                              |                                   |                                            |                                                              |                                   |
| Other (please specify)                            |                                                                                                              |                                            |                                                              |                                   |                                            |                                                              |                                   |

**Point No. 1.** MTNL has Stakeholders Relationship Committee ("SRC") to examine and redress complaints by Shareholders/Bondholders. SRC meets as and when required and atleast once a year to resolve Shareholders/Bondholders Grievances. SCORES Platform & ODR Platform is also available for Shareholders to raise any complaints. Shareholders can also register their complaints to the Company, RTA, SEBI, BSE & NSE.

**Point No. 2.** In the case of Basic Telephone Service, following types of complaints are received from customers - billing related, customer service related, faults and network related, UCC related and VAS related. In the case of Broadband Service, following types of complaints are received from customers - billing related, customer service related, faults and network related, Internet / data related and VAS related.

Details of Customer Complaints for the Period From 01.04.2025 To 31.03.2026.

| S. No. | Particulars      | Total Received |            | Total Pending |            | % of Pending Cases at the end of Financial Year |            |
|--------|------------------|----------------|------------|---------------|------------|-------------------------------------------------|------------|
|        |                  | Mumbai Unit    | Delhi Unit | Mumbai Unit   | Delhi Unit | Mumbai Unit                                     | Delhi Unit |
| 1.     | P.G. Cases       | 971            | 1358       | 12            | 13         | 1.2                                             | 0.96       |
| 2.     | Landline Faults  | 70587          | 23386      | 8125          | 27         | 11.51                                           | 0.12       |
| 3.     | Broadband Faults | 3185           | 7913       | 687           | 2          | 21.56                                           | 0.03       |

## 26. Overview of the Entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

| S. No. | Material issues identified                                            | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/ opportunity                                                                    | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|-----------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------|
| 1.     | Market / Technology Risk                                              | R                                          | Kindly refer to the Management Discussion and Analysis Report which is part of Directors Report for the FY 2025-26 |                                                | Negative                                                                                       |
| 2.     | Policy & Regulation Risk / Regulatory Compliance Risk                 | R                                          |                                                                                                                    |                                                |                                                                                                |
| 3.     | Operational Risk                                                      | R                                          |                                                                                                                    |                                                |                                                                                                |
| 4.     | Ongoing Concern Risk                                                  | R                                          |                                                                                                                    |                                                |                                                                                                |
| 5.     | Internal Control Failures and Integrity of Financial Information Risk | R                                          |                                                                                                                    |                                                |                                                                                                |
| 6.     | Information Technology & Systems Security Risk                        | R                                          |                                                                                                                    |                                                |                                                                                                |
| 7.     | Disaster Management and Business Continuity Risk                      | R                                          |                                                                                                                    |                                                |                                                                                                |
| 8.     | Greater Transparency and Entity Level Ethical & Governance Risk       | R                                          |                                                                                                                    |                                                |                                                                                                |

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

| Disclosure Questions                 |                                                                                                                                                                                                                                                                                                         | P1                                                                                              | P2 | P3                                                                  | P4                                    | P5                                                              | P6                                                                       | P7 | P8                       | P9 |                                                                          |    |    |    |    |    |    |    |    |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----|---------------------------------------------------------------------|---------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------------|----|--------------------------|----|--------------------------------------------------------------------------|----|----|----|----|----|----|----|----|
| Policy and management processes      |                                                                                                                                                                                                                                                                                                         |                                                                                                 |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 1.                                   | a. Whether your Entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)                                                                                                                                                                                             | Y                                                                                               | Y  | Y                                                                   | Y                                     | Y                                                               | Y                                                                        | N  | Y                        | Y  |                                                                          |    |    |    |    |    |    |    |    |
|                                      | b. Has the policy been approved by the Board? (Yes/No)                                                                                                                                                                                                                                                  | Y                                                                                               | Y  | Y                                                                   | Y                                     | Y                                                               | N                                                                        | N  | Y                        | N  |                                                                          |    |    |    |    |    |    |    |    |
|                                      | c. Web Link of the Policies, if available (Given in Annexure)                                                                                                                                                                                                                                           | Y                                                                                               | Y  | Y                                                                   | Y                                     | Y                                                               | N                                                                        | N  | Y                        | Y  |                                                                          |    |    |    |    |    |    |    |    |
| 2.                                   | Whether the entity has translated the policy into procedures. (Yes / No)                                                                                                                                                                                                                                | Y                                                                                               | Y  | Y                                                                   | Y                                     | Y                                                               | Y                                                                        | N  | Y                        | Y  |                                                                          |    |    |    |    |    |    |    |    |
| 3.                                   | Do the enlisted policies extend to your value chain partners? (Yes/No)                                                                                                                                                                                                                                  | N                                                                                               | N  | N                                                                   | N                                     | N                                                               | N                                                                        | N  | N                        | N  |                                                                          |    |    |    |    |    |    |    |    |
| 4.                                   | Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your Entity and mapped to each principle.                                                 | SEBI (LODR) Regula-<br>tions,<br>2015                                                           | N  | Ministry Guide-<br>lines<br>& SEBI (LODR) Regula-<br>tions,<br>2015 | SEBI (LODR) Regula-<br>tions,<br>2015 | Compa-<br>nies Act 2013 & SEBI (LODR) Regula-<br>tions,<br>2015 | Min-<br>istry Guide-<br>lines<br>& SEBI (LODR) Regula-<br>tions,<br>2015 | N  | Com-<br>panies Act 2013, | N  |                                                                          |    |    |    |    |    |    |    |    |
| 5.                                   | Specific commitments, goals and targets set by the Entity with defined timelines, if any                                                                                                                                                                                                                | Not Available                                                                                   |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 6.                                   | Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.                                                                                                                                                                          |                                                                                                 |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| Governance, Leadership and Oversight |                                                                                                                                                                                                                                                                                                         |                                                                                                 |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 7.                                   | Statement by Director responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements (Listed Entity has flexibility regarding the placement of this disclosure) - The Company is committed to develop a suitable ESG framework for the organization. |                                                                                                 |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 8.                                   | Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).                                                                                                                                                                              | Board of Directors                                                                              |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 9.                                   | Does the Entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details                                                                                                                                | NO                                                                                              |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| 10.                                  | Details of Review of NGRBCs by the Company:                                                                                                                                                                                                                                                             |                                                                                                 |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    |                                                                          |    |    |    |    |    |    |    |    |
| Subject for Review                   |                                                                                                                                                                                                                                                                                                         | Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee |    |                                                                     |                                       |                                                                 |                                                                          |    |                          |    | Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) |    |    |    |    |    |    |    |    |
|                                      |                                                                                                                                                                                                                                                                                                         | P1                                                                                              | P2 | P3                                                                  | P4                                    | P5                                                              | P6                                                                       | P7 | P8                       | P9 | P1                                                                       | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|                                      | Performance against above policies and follow up action                                                                                                                                                                                                                                                 | Y                                                                                               | N  | Y                                                                   | Y                                     | Y                                                               | Y                                                                        | N  | N                        | Y  | Quarterly/ as & when required.                                           |    |    |    |    |    |    |    |    |

|     |                                                                                                                                                                   |   |   |   |   |   |   |   |   |   |                                |   |   |   |   |   |   |   |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|---|--------------------------------|---|---|---|---|---|---|---|
|     | Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances                                                  | Y | N | Y | Y | Y | Y | N | N | Y | Quarterly/ as & when required. |   |   |   |   |   |   |   |
| 11. | Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | N | N | N | N | N | N | N | N | N | N                              | N | N | N | N | N | N | N |

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated - Not applicable.

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

**PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

### Essential Indicators

1. **Percentage Coverage by Training and Awareness Programmes on any of the Principles during the Financial Year:**

| Segment                          | Total Number of Training and Awareness Programmes held                          | Topics/ Principal are Covered under the training and its impact                                                              | % age of person in respective category covered by the awareness programme                                                                                                                                                                       |
|----------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Board of Director                | NIL                                                                             | NA                                                                                                                           | NA                                                                                                                                                                                                                                              |
| Key Managerial Personal          | NIL                                                                             | NA                                                                                                                           | NA                                                                                                                                                                                                                                              |
| Employee other than BoD and KMPs | Total 83 numbers of upgradation training programmes were held during FY 2025-26 | Trainings conducted on company policies including upgradation (Managerial and Technical), Cyber Security, Office Automation. | Details of Training provided by the Institute of Telecom, Technology & Management (ITTM), New Delhi & by The Centre For Excellence In Telecom Technology & Management (CETTM), Mumbai is given below.<br><br>Also refer Sl. No 8 of Principle 3 |
| Workers                          | Not Applicable                                                                  |                                                                                                                              |                                                                                                                                                                                                                                                 |

### TRAINING PROVIDED BY THE INSTITUTE OF TELECOM, TECHNOLOGY & MANAGEMENT (ITTM), NEW DELHI

| S. No. | Mode of training | Name of programs                                          | Number of Training Programs | Numbers of Trainees Trained |
|--------|------------------|-----------------------------------------------------------|-----------------------------|-----------------------------|
| 1.     | E-mode by        | Financial up-gradation                                    | 06                          | 12                          |
| 2.     | Off line         | Financial up-gradation                                    | 28                          | 262                         |
|        |                  | General Awareness Programs like Cyber Security /Vigilance | 17                          | 122                         |
|        |                  | Office Automation                                         | 01                          | 5                           |

### TRAINING PROVIDED BY THE CENTRE FOR EXCELLENCE IN TELECOM TECHNOLOGY & MANAGEMENT (CETTM), MUMBAI

| S. No.                                                 | Mode of training | Name of programs                                   | Number of Training Programs | Numbers of Trainees Trained |
|--------------------------------------------------------|------------------|----------------------------------------------------|-----------------------------|-----------------------------|
| 1.                                                     | E-mode by        | Financial up-gradation training for MTNL Employees | 31                          | 262                         |
| Total Number of Trainings Programmes during FY 2025-26 |                  |                                                    | 83                          | 663                         |

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the Entity's website):

| Monetary      |                 |                                                                     |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |
|---------------|-----------------|---------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
|               | NGRBC Principle | Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions | Amount (In INR)              | Brief of the Case                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | Principle 1     | 1. NSE<br>2. BSE                                                    | 65,67,880 (inclusive of GST) | For the financial year ended on March 31, 2026, the Company has complied with all requirements of SEBI (LODR) Regulations, 2015, the Companies Act, 2013 and rules made thereunder, applicable Secretarial Standards issued by ICSI and DPE Guidelines on Corporate Governance, as amended from time to time, except Compliance related to Composition of Board of Directors during FY 2025-26 and Composition of Audit Committee, Nomination & Remuneration Committee, Stakeholders Relationship Committee and Enterprise Risk Management Committee for the period from 01.04.2025 to 14.04.2025 respectively. | Yes                                    |

| Monetary |                 |                                                                     |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                        |
|----------|-----------------|---------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
|          | NGRBC Principle | Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions | Amount (In INR) | Brief of the Case                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Has an appeal been preferred? (Yes/No) |
|          |                 |                                                                     |                 | <p>As on 31.03.2026, MTNL had Four Executive Directors, Two Government Nominee Directors and Two Independent Directors including One Independent Women Director on its Board. The Board required 6 (Six) Independent Directors during FY 2025-26, but it had only 2 (Two) Independent Directors on the Board which is non-compliance of Regulation 17(1)(b) of SEBI (LODR) Regulations, 2015.</p> <p>For the above mentioned Non compliance, NSE and BSE have imposed a total fine of Rs 65,67,880/- (including GST), for all the four quarters of FY 2025-26.</p> |                                        |
|          |                 | Telecom Regulatory Authority of India (TRAI)                        | 3,00,000/-      | TRAI order dated 04.04.2025 for Rs 3,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the Contravention of the provisions of the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) for the Quarter ending June 2024                                                                                                                                                                                                                                                                                                      | Yes                                    |
|          |                 |                                                                     | 4,00,000/-      | TRAI order dated 04.04.2025 for Rs 4,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the Contravention of the provisions of the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) for the Quarter ending December 2023.                                                                                                                                                                                                                                                                                                 |                                        |
|          |                 |                                                                     | 3,00,000/       | TRAI order dated 06.05.2025 for Rs 3,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the provisions of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) for the Quarter ending June 2024.                                                                                                                                                                                                                                  |                                        |
|          |                 |                                                                     | 3,00,000/-      | TRAI order dated. 28.07.2025 for Rs 3,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the provisions of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) for the quarter ending September 2024.                                                                                                                                                                                                                            |                                        |
|          |                 |                                                                     | 1,00,000/-      | TRAI order dated 16.09.2025 for Rs 1,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the provisions of the Standards of Quality of Service of Basic Telephone Service (Wireline) and Cellular Mobile Telephone Service Regulations, 2009 (7 of 2009) for the quarter ending June 2024.                                                                                                                                                                                                                                  |                                        |

| Monetary |                 |                                                                     |                 |                                                                                                                                                                                                                                                                                                                                                                   |                                        |
|----------|-----------------|---------------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
|          | NGRBC Principle | Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions | Amount (In INR) | Brief of the Case                                                                                                                                                                                                                                                                                                                                                 | Has an appeal been preferred? (Yes/No) |
|          |                 |                                                                     | 3,00,000/-      | TRAI order dated 23.09.2025 for Rs 3,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the provisions the Quality of Service of Broadband Service Regulations, 2006 (11 of 2006) for the Quarter ending September 2024.                                                                                                  |                                        |
|          |                 |                                                                     | 11,00,000/-     | TRAI order dated 23.01.2026 for Rs 11,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (6 of 2024) for the month of April 2025.                                 |                                        |
|          |                 |                                                                     | 4,00,000/-      | TRAI order dated 02.02.2026 for Rs 4,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention of the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the month of May 2025.     |                                        |
|          |                 |                                                                     | 6,00,000/-      | TRAI order dated 02.02.2026 for Rs 6,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the quarter ending June 2025. |                                        |
|          |                 |                                                                     | 8,00,000/-      | TRAI order dated 03.02.2026 for Rs 8,00,000/-Financial Disincentive imposed on MTNL for non-compliance of the contravention the Provisions of the Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the month of June 2025.        |                                        |
|          |                 |                                                                     | 6,00,000/-      | TRAI order dated 04.02.2026 for Rs 6,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention the provisions of Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the month of July 2025.           |                                        |

| Monetary        |                 |                                                                     |                   |                                                                                                                                                                                                                                                                                                                                                           |                                        |
|-----------------|-----------------|---------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
|                 | NGRBC Principle | Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions | Amount (In INR)   | Brief of the Case                                                                                                                                                                                                                                                                                                                                         | Has an appeal been preferred? (Yes/No) |
|                 |                 |                                                                     | 7,00,000/-        | TRAI order dated 19.02.2026 for Rs 7,00,000/- Financial Disincentive imposed on MTNL for non-compliance of the contravention the provisions of Standards of Quality of Service of Access (Wireline and Wireless) and Broadband (Wireline and Wireless) Service Regulations, 2024 (06 of 2024) for Access Service (Wireless) for the month of August 2025. |                                        |
| Settlement      | NIL             | NIL                                                                 | NIL               | NIL                                                                                                                                                                                                                                                                                                                                                       | -                                      |
| Compounding fee | NIL             | NIL                                                                 | NIL               | NIL                                                                                                                                                                                                                                                                                                                                                       | -                                      |
| Non-Monetary    |                 |                                                                     |                   |                                                                                                                                                                                                                                                                                                                                                           |                                        |
|                 | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No)                                                                                                                                                                                                                                                                                                                    |                                        |
| Imprisonment    | NIL             | NIL                                                                 | NIL               | NIL                                                                                                                                                                                                                                                                                                                                                       | -                                      |
| Punishment      | NIL             | NIL                                                                 | NIL               | NIL                                                                                                                                                                                                                                                                                                                                                       | -                                      |

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

| Case Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Name of the regulatory/ enforcement agencies/ judicial institutions                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| In connection with fine levied by NSE and BSE for non-appointment of Independent Directors, as stated in the previous question, since the power to appoint Directors on the Board of the Company vests with the Government of India, acting through the Administrative Ministry i.e., Department of Telecommunications (DoT), Ministry of Communications, Government of India, therefore the Company has been requesting the appointing authority, i.e., DoT, for appointment of requisite number of Independent Directors. The Company has no control in the appointment of Directors. In view of the same, the Company has requested the stock exchanges to waive off the said fines. | 1. National Stock Exchange of India Limited<br>2. BSE                                                                                                                                                                                                                                |
| In connection with Financial Disincentive (FD) levied by TRAI due to Non Compliance with Quality of Service Fault Clearance Parameters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | MTNL vide its Letter No. MTNL/RA/Request for withdrawal of FD orders/2026 dated 13.04.2026 has requested O/o Advisor (QoS – I), TRAI, New Delhi for withdrawal of Financial Disincentive (FD) imposed pursuant to Non Compliance with Quality of Service Fault Clearance Parameters. |

**4. Does the entity have an Anti-Corruption or Anti-Bribery Policy? If yes, provide details in brief and if available, provide a web-link to the policy:**

Yes. The ethical conduct of the Company is reflected in the various policy initiatives. While the Employees Conduct, Discipline & Appeal Rules (CDA Rules) cover the employees at

all levels in the organization. In addition, to promote ethical business, Policies like Code of Conduct, Integrity Pact, Whistle Blower Policy, Insider Trading Code and Citizen Charter have also been put into operation. CVC Manual is also being followed in MTNL Vigilance Unit.

The Executives & Non-Executives in MTNL are governed by Conduct, Discipline & Appeal Rules, 1998 and Certified Standing Orders respectively. In this context, following links may be referred to: <https://mtnl.in/Humanresource.html>, [https://mtnl.in/cc\\_appeal.PDF](https://mtnl.in/cc_appeal.PDF). Additionally, the Company has a Vigilance Department headed by Chief Vigilance Officer (CVO), who is a nominee of the Central Vigilance Commission.

**5. Number of Directors/KMPs/Employees/Workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

As per record, no disciplinary action was initiated or pending against any Directors/KMPs/Employees/Workers for the charges of Bribery/Corruption.

| Ethics Complaints* received during the FY 2025 -26 |                            |                           |                         | Bribery & Corruption Complaints received during the FY 2025-26 |                            |                        |                         |
|----------------------------------------------------|----------------------------|---------------------------|-------------------------|----------------------------------------------------------------|----------------------------|------------------------|-------------------------|
| Total complaints                                   | No. of Complaints Resolved | No. of Complaints pending | % of complaint resolved | Total complaints Received                                      | No. of Complaints Resolved | No. Complaints pending | % of complaint resolved |
| -                                                  | -                          | -                         | -                       | 08                                                             | 08                         | 00                     | 100                     |

\*Note: As there is no category of complaint mentioned as ethics complaints as per CVC manual. All complaints which are administrative in nature (non-vigilance) are forwarded to concerned wing for needful action. During FY 2025-26, 78 such complaint was sent.

**6. Details of Complaints with regard to Conflict of Interest:**

|                                                                                               | FY 2025-26 |         | FY 2024-25 |         |
|-----------------------------------------------------------------------------------------------|------------|---------|------------|---------|
|                                                                                               | Number     | Remarks | Number     | Remarks |
| Number of Complaints received in relation to issues of Conflict of Inter-est of the Directors | NIL        | NA      | NIL        | NA      |
| Number of Complaints received in relation to issues of Conflict of Inter-est of the KMPs      | NIL        | NA      | NIL        | NA      |

No complaints were received with regard to conflict of interest against Directors & KMPs in FY 2025-26 and FY 2024-25 respectively.

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Not Applicable

**8. Number of days of accounts payable {(Accounts Payable\*365)/Cost of goods/service procured} in the following format:**

|                                    | FY 2025-26 | FY 2024-25 |
|------------------------------------|------------|------------|
| Number of days of accounts payable | -          | -          |

## 9. Openness of Business

**Provide details of Concentration of Purchases and Sales with Trading Houses, Dealers, and Related Parties along with Loans and Advances & Investments, with Related Parties, in the following format: -**

| Parameters                 | Metrics                                                                               | FY 2025-26 | FY 2024-25 |
|----------------------------|---------------------------------------------------------------------------------------|------------|------------|
| Concentration of Purchases | a. Purchases from Trading Houses as % of Total purchases                              | NIL        | NIL        |
|                            | b. Number of Trading Houses where Purchases are made from                             | NIL        | NIL        |
|                            | c. Purchases from Top 10 Trading Houses as % of Total Purchases from Trading Houses   | NIL        | NIL        |
| Concentration of Sales     | a. Sales to Dealers/Distributors to whom sales are made                               | NIL        | NIL        |
|                            | b. Number of Dealers/Distributors to whom sales are made                              | NIL        | NIL        |
|                            | c. Sales to Top 10 Dealers/Distributors as % of total sales to dealers/distribution   | NIL        | NIL        |
| Share of RPTs in           | a. Purchases (Purchases with Related Parties/Total Purchases)                         | NIL        | NIL        |
|                            | b. Sales (Sales to Related Parties/Total Sales)                                       | NIL        | NIL        |
|                            | c. Loans & Advances (Loan & advances given to Related Parties/Total Loans & Advances) | NIL        | NIL        |
|                            | d. Investments (Investments in Related Parties/Total Investments made)                | NIL        | NIL        |

**PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe.**

### Essential Indicators

- Percentage of R&D and Capital Expenditure (Capex) Investments in specific technologies to improve the Environmental and Social Impacts of Product and Processes to Total R&D and Capex investments made by the entity, respectively.**

|       | FY 2025-26 | FY 2024-25 | Details of improvement in environmental and social impact |
|-------|------------|------------|-----------------------------------------------------------|
| R&D   | -          | -          | -                                                         |
| Capex | -          | -          | -                                                         |

MTNL being a Telecom Service Provider and a loss making PSU is not involved in any R&D and is not making investment in specific technologies to improve the environmental and social impacts. However, MTNL facilitate interested parties / organisation to conduct field trials (related to telecom) with no financial implications after due diligence. As regards CAPEX, it is informed that as per the DoT OM dated 02.08.2022, from FY 2025-26 onwards, BSNL will provide all telecom services in Delhi and Mumbai, and MTNL would

be left with land/building assets which it will continue to monetize to discharge its loan liabilities. Accordingly, the CAPEX allotment for the FY 2025-26 has been withdrawn by MTNL Finance unit. Pursuant to the Service Agreement entered on 22.11.2024 with BSNL, the entire telecom operations of MTNL in Delhi & Mumbai are being run by BSNL w.e.f. 01.01.2025, and any capital (CAPEX) investment required for the running of operations in these areas will be provided by BSNL.

**2. (a) Does the Entity have procedures in place for Sustainable Sourcing? (Yes/No)**

MTNL follows the provisions outlined in the MTNL Procurement Manual (7th Edition, updated on 28.06.2022) along with subsequent amendments. The manual serves as the guiding document for all procurement activities. Further, the process of updating the MTNL Procurement Manual in line with applicable guidelines is ongoing, and the same is being followed as the standard procedure in respect of procurement. The Procurement Policy Manual is available in the following link [https://mtnl Delhi.in/mtnlproc\\_june2022.pdf](https://mtnl Delhi.in/mtnlproc_june2022.pdf).

**(b) If yes, what percentage of Inputs were sourced Sustainably?**

| Sl. No. | PROCUREMENT DURING FY 2025-26                              | (Rs. in Crores) |
|---------|------------------------------------------------------------|-----------------|
| 1.      | Total Procurement during the year                          | 21.44           |
| 2.      | Annual Procurement from Micro and Small Enterprises (MSEs) | 21.28           |
| 3.      | Annual Procurement from MSEs owned by SC/ST Entrepreneurs  | 0.0059          |
| 4.      | Annual Procurement from MSEs owned by Women Entrepreneurs  | 10.55           |
| 5.      | Annual Procurement from GeM                                | 2.69            |
| 6.      | Annual Procurement from MSEs on GeM                        | 2.68            |

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Disposal of old, unserviceable & obsolete IT equipment's, identified as e-waste, in MTNL, Scrapping for Computer items done in 2019 through MSTC. The life of Computer has been fixed for seven years. Given the nature of business and operations, the Company does not have material plastic waste and other waste. Further, the Company does not have any hazardous waste.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the Entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable

## PRINCIPLE 3 Businesses should respect and promote the well-being of all Employees, including those in their value chains

### 1. a. Details of measures for the well-being of Employees

| Category                      | Total (A)      | Health Insurance |         | Accident Insurance |                            | Maternity Benefits |                | Paternity Benefits |                            | Day care facility |         |
|-------------------------------|----------------|------------------|---------|--------------------|----------------------------|--------------------|----------------|--------------------|----------------------------|-------------------|---------|
|                               |                | Number (B)       | % (B/A) | Number (C)         | % (C/A)                    | Number (D)         | % (D/A)        | Number (E)         | % (E/A)                    | Number (F)        | % (F/A) |
| Permanent Employee            |                |                  |         |                    |                            |                    |                |                    |                            |                   |         |
| Male                          | 2263           | 2263             | 100     | Not Applicable     | Not Applicable             |                    | As per Rules   |                    | Included in Medical Policy |                   |         |
| Female                        | 532            | 532              | 100     |                    | Included in Medical Policy |                    | Not Applicable |                    |                            |                   |         |
| Total                         | 2795           | 2795             | 100     |                    |                            |                    |                |                    |                            |                   |         |
| Other than Permanent Employee |                |                  |         |                    |                            |                    |                |                    |                            |                   |         |
| Male                          | Not Applicable |                  |         |                    |                            |                    |                |                    |                            |                   |         |
| Female                        |                |                  |         |                    |                            |                    |                |                    |                            |                   |         |
| Total                         |                |                  |         |                    |                            |                    |                |                    |                            |                   |         |

### b. Details of measures for the well-being of workers:

Not Applicable

### c. Spending on measures towards well-being of Employees and Workers (including Permanent and other than Permanent) in the following format:

|                                                                               | FY 2025-26 | FY 2024-25 |
|-------------------------------------------------------------------------------|------------|------------|
| Cost incurred on well-being measures as a % of Total Revenue of the Company*. | 2.02%      | 2.23%      |

\*Medical expenses and allowances incurred during FY 2025-26 is Rs 29.69 crore and during FY 2024-25 is Rs 28.51 crore respectively. Total Revenue of the Company during FY 2025-26 is Rs 1468.01 crore and FY 2024-25 is 1279.75 crore respectively.

### 2. Details of Retirement Benefits, for Current Financial Year and Previous Financial Year.

| Benefits   | FY 2025-26                                                  |                                                          |                                                      | FY 2024-25                                                  |                                                          |                                                      |
|------------|-------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------|
|            | No. of Employees covered as a % of as a % of Total Employee | No. of Workers covered as a % of as a % of Total Workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of Employees covered as a % of as a % of Total Employee | No. of Workers covered as a % of as a % of Total Workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF         | 100                                                         | NA                                                       | Y                                                    | 100                                                         | NA                                                       | Y                                                    |
| Gratui-ty* | 100                                                         | NA                                                       | Y                                                    | 100                                                         | NA                                                       | Y                                                    |
| ESI        | Not Applicable                                              |                                                          |                                                      |                                                             |                                                          |                                                      |
| Others     | Not Applicable                                              |                                                          |                                                      |                                                             |                                                          |                                                      |

\*Includes Employees who have opted CPF, the Gratuity will be payable by MTNL and Employees who have opted GPF, Gratuity will be payable by Government of India.

### 3. Accessibility of workplaces

**Are the premises / offices of the Entity accessible to Differently abled Employees and Workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes

### 4. Does the Entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

MTNL complies with provisions of Rights of Persons with Disabilities Act, 2016 to protect the interests of persons with disabilities. Reservation is provided as per GoI instructions in direct recruitment for Persons with Benchmark Disabilities. Separate 100 point vacancy based reservation roster register is maintained for determining/effecting reservation for the Persons with Benchmark Disabilities. Relaxation in age limit and standards of suitability (as applicable) is given to persons with disabilities. Liaison Officers for PwBD have been appointed to look after reservation matters and to ensure compliance of instructions of the Act. The DoPT/Central Govt. Guidelines issued from time to time and as received in MTNL from DoT are adopted accordingly.

### 5. Return to Work and Retention Rates of Permanent Employees and Workers that took Parental Leave

| Gender | Permanent Employee  |                | Permanent Worker    |                |
|--------|---------------------|----------------|---------------------|----------------|
|        | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male   | 100                 | 100            | Not Applicable      |                |
| Female | 100                 | 100            |                     |                |
| Total  | 100                 | 100            |                     |                |

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

MTNL has its own Grievance Redressal Procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of employee grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issues raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

**7. Membership of Employees and Worker in Association(s) or Unions recognised by the Listed Entity:**

| Category                 | FY 2025-26                                        |                                                                                            |        | FY 2024-25                                        |                                                                                            |        |
|--------------------------|---------------------------------------------------|--------------------------------------------------------------------------------------------|--------|---------------------------------------------------|--------------------------------------------------------------------------------------------|--------|
|                          | Total Employee/ Worker in respective category (A) | No. of Employee/ Worker in respective category who are part of Association(s) or Union (B) | %(B/A) | Total Employee/ Worker in respective category (C) | No. of Employee/ Worker in respective category who are part of association(s) or Union (D) | %(C/D) |
| Total Permanent Employee | 2795                                              | 1234                                                                                       | 44.20  | 3031                                              | 1410                                                                                       | 46.42  |
| Male                     | 2263                                              | 977                                                                                        | 43.17  | 2450                                              | 1105                                                                                       | 45.10  |
| Female                   | 532                                               | 257                                                                                        | 48.31  | 581                                               | 305                                                                                        | 52.49  |
| Total Permanent Worker   | Not Applicable                                    |                                                                                            |        |                                                   |                                                                                            |        |
| Male                     |                                                   |                                                                                            |        |                                                   |                                                                                            |        |
| Female                   |                                                   |                                                                                            |        |                                                   |                                                                                            |        |

**8. Details of Training given to Employees and Workers:**

| Category                                                 | FY 2025-26  |                               |            |                      |              | FY 2024-25  |                               |            |                      |              |
|----------------------------------------------------------|-------------|-------------------------------|------------|----------------------|--------------|-------------|-------------------------------|------------|----------------------|--------------|
| Total Permanent Employee                                 | Total       | On Health and Safety measures |            | On Skill Upgradation |              | Total       | On Health and Safety measures |            | On Skill Upgradation |              |
|                                                          | (A)         | No. (B)                       | % (B / A)  | No. (C)              | No. (C/A)    | (D)         | No. (E)                       | % (E/D)    | No. (F)              | % (F/D)      |
| Male                                                     | 2263        | NIL                           | NIL        | 556                  | 24.57        | 2450        | NIL                           | NIL        | 594                  | 24.24        |
| Female                                                   | 532         | NIL                           | NIL        | 104                  | 19.55        | 581         | NIL                           | NIL        | 191                  | 32.87        |
| <b>Total</b>                                             | <b>2795</b> | <b>NIL</b>                    | <b>NIL</b> | <b>660</b>           | <b>23.61</b> | <b>3031</b> | <b>NIL</b>                    | <b>NIL</b> | <b>785</b>           | <b>25.89</b> |
| <b>Other than Permanent Employee (Industrial Visits)</b> |             |                               |            |                      |              |             |                               |            |                      |              |
| Male                                                     | NIL         |                               |            |                      |              |             |                               |            |                      |              |
| Female                                                   |             |                               |            |                      |              |             |                               |            |                      |              |
| <b>Total</b>                                             |             |                               |            |                      |              |             |                               |            |                      |              |

**9. Details of Performance and Career Development Reviews of Employees and Worker:**

Refer to the Sl. No. 8 of Principle 3.

**10. Health and Safety Management System:**

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Considering the nature of business and operations, the occupational health and safety issues are minimal. The Company takes care of health and well-being of its employees

by reimbursing in-patient and out-patient medical costs, provision for leaves on medical grounds, which are applicable for all employees

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Refer to the Sl. No. 10 (a) of Principle 3.

**c. Whether you have processes for Workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Not Applicable

**d. Do the Employees/Worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

- In order to ensure a safe and healthy workplace, requisite security measures, installation and maintenance of fire extinguishers and housekeeping measures have been taken in MTNL.
- For employees and their family members requiring hospitalization, Group Health insurance coverage upto Rs. 8 Lakhs is being provided under Group Health Insurance Scheme.
- Maintenance of clean and organised workspaces, Internal Committee for POSH at workplace is in place.

**11. Details of Safety Related Incidents, in the following format:**

| Safety Incident/Number                                                        | Category | FY 2025-26     | FY 2024-25 |
|-------------------------------------------------------------------------------|----------|----------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employee | Not Applicable |            |
|                                                                               | Worker   |                |            |
| Total recordable work- related injuries                                       | Employee |                |            |
|                                                                               | Worker   |                |            |
| No. of fatalities                                                             | Employee |                |            |
|                                                                               |          |                |            |
| High consequence worked-related injury or ill-health (excluding fatalities)   | Employee |                |            |
|                                                                               | Worker   |                |            |

**12. Describe the measures taken by the Entity to ensure a safe and healthy work place.**

Refer to the Sl. No. 10 (d) of Principle 3.

**13. Number of Complaints on the following made by Employees and Workers:**

|                    | FY 2025-26            |                                           |        | FY 2024-25            |                                           |        |
|--------------------|-----------------------|-------------------------------------------|--------|-----------------------|-------------------------------------------|--------|
|                    | Filed during the year | Pending Resolution at the end of the year | Remark | Filed during the year | Pending Resolution at the end of the year | Remark |
| Working Conditions | NIL                   | NIL                                       | NA     | NIL                   | NIL                                       | NA     |
| Health & Safety    | NIL                   | NIL                                       | NA     | NIL                   | NIL                                       | NA     |

#### 14. Assessments for the Year:

|                          |                                                                                                       |
|--------------------------|-------------------------------------------------------------------------------------------------------|
|                          | % of your Plants and Offices that were assessed (by Entity or Statutory Authorities or Third Parties) |
| Health & Safety Practice | Not Applicable                                                                                        |
| Working Conditions       |                                                                                                       |

#### 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

### PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

#### Essential Indicators

##### 1. Describe the processes for identifying key Stakeholder Groups of the Entity.

We believe that engagement with Stakeholders is key to understanding their needs, working with them to minimise risks, maintaining social legitimacy, improving credibility and gaining their trust. We identified our Stakeholders as groups and individuals, who can influence or/ are impacted by our operations/activities, change in technology, regulations, market and societal trends either directly or indirectly which comprise of communities, employees, supply chain partners, customers, investors, regulators, and civil society organisations for all its operations. We commit to engage openly and authentically with our stakeholders to enhance cooperation and mutual support for a sustainable development. The Company has mapped its internal and external stakeholders. Internal stakeholders include employees of the Company and external stakeholders include Department of Telecommunications (DoT), Ministry of Communications, Government of India, Shareholders, Bondholders, Creditors, Vendors, Bankers, Consultants and Customers from both Public and Private Sectors, Governmental Bodies and Regulatory Authorities including TRAI, State Government(s), Reserve Bank of India, Ministry of Corporate Affairs, Securities and Exchange Board of India, Stock Exchanges, Registrar & Transfer Agent, Debenture Trustees etc.

2. List Stakeholder Groups identified as key for your Entity and the frequency of engagement with each Stakeholder Group.

| Stakeholder Group                                                                      | Whether identified as vulnerable & Marginalized Group (Yes/ No) | Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of Engagement (Annually/Half yearly/Quarterly/ others – please specify)                  | Purpose and Scope of engagement including key topics and concerns raised during such engagement                                                                                                                                                |
|----------------------------------------------------------------------------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Employees                                                                              | NO                                                              | Arranged regular interactions                                                                                                 | Continuous                                                                                         | Health, safety and wellbeing, Growth through learning and development opportunities and Sense of belonging and purpose                                                                                                                         |
| Department of Telecommunication (DoT), Ministry of Communications, Government of India | NO                                                              | Meetings, Letter, Email, Telephonic Call                                                                                      | As and when required                                                                               | For Compliance with directions issued by the Government of India                                                                                                                                                                               |
| Customers                                                                              | NO                                                              | Email, SMS, Newspaper, Advertisement Website, Telephonic Call                                                                 | As and when required                                                                               | For Customer Satisfaction and for redressal of their grievances                                                                                                                                                                                |
| Vendors                                                                                | NO                                                              | As needed: calls and meetings, emails, presentations, reviews.                                                                | At regular intervals                                                                               | For operational requirements                                                                                                                                                                                                                   |
| Shareholders                                                                           | NO                                                              | Email, SMS, Website, Letters, Telephone, Newspaper etc.                                                                       | On Quarterly basis, through AGM/EGM, Postal Ballot and as and when required under SEBI Regulations | Communication of financial results, adoption of financial statement and transaction of ordinary and special business from time to time in AGM/EGM and through Postal Ballot. Addressing requests/grievances of Shareholders from time to time. |

| Stakeholder Group | Whether identified as vulnerable & Marginalized Group (Yes/ No) | Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of Engagement (Annually/Half yearly/Quarterly/ others – please specify) | Purpose and Scope of engagement including key topics and concerns raised during such engagement                                                            |
|-------------------|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bondholders       | NO                                                              | Email, SMS, Website, Letters, Telephone, Newspaper etc.                                                                       | As and when required in order to comply with SEBI LODR requirements               | Allotment, Interest Servicing, Redemption Payment, Bond Certificate/Demat Credit.<br><br>Addressing requests/ grievances of Bondholders from time to time. |
| Regulatory Bodies | NO                                                              | Meetings, Letter, Email, Telephonic Call                                                                                      | As and when required                                                              | For Compliance with directions issued by the Regulatory Bodies                                                                                             |

## PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### Essential Indicators

1. Employees and Workers who have been provided Training on Human Rights issues and policy (ies) of the Entity, in the following format:

| Category                      | FY 2025-26     |                                        |         | FY 2024-25 |                                       |          |
|-------------------------------|----------------|----------------------------------------|---------|------------|---------------------------------------|----------|
|                               | Total (A)      | No. of Employees / Workers Covered (B) | % (B/A) | Total (C)  | No. of Employees/ Workers Covered (D) | % (D/ C) |
| Permanent Employee            |                |                                        |         |            |                                       |          |
| Male                          | Nil            |                                        |         |            |                                       |          |
| Female                        |                |                                        |         |            |                                       |          |
| Total                         |                |                                        |         |            |                                       |          |
| Other than Permanent Employee |                |                                        |         |            |                                       |          |
| Male                          | Not Applicable |                                        |         |            |                                       |          |
| Female                        |                |                                        |         |            |                                       |          |
| Total                         |                |                                        |         |            |                                       |          |

2. Details of Minimum Wages paid to Employees and Workers

Wages are paid to the Employees as per pay scales approved by the MTNL Board, i.e.

IDA pay scale approved by Department of Public Enterprises (DPE), Ministry of Finance, Government of India.

| Category                             | FY 2025-26    |                       |                            |            | FY 2024-25  |                       |                            |            |
|--------------------------------------|---------------|-----------------------|----------------------------|------------|-------------|-----------------------|----------------------------|------------|
|                                      | Total (A)     | Equal to Minimum Wage | More than Minimum Wage (B) | % (B/A)    | Total (C)   | Equal to Minimum Wage | More than Minimum Wage (D) | % (D / C)  |
| <b>Permanent Employee</b>            |               |                       |                            |            |             |                       |                            |            |
| Male                                 | 2263          | NIL                   | 2263                       | 100        | 2450        | NIL                   | 2450                       | 100        |
| Female                               | 532           | NIL                   | 532                        | 100        | 581         | NIL                   | 581                        | 100        |
| <b>Total</b>                         | <b>2795</b>   | <b>NIL</b>            | <b>2795</b>                | <b>100</b> | <b>3031</b> | <b>NIL</b>            | <b>3031</b>                | <b>100</b> |
| <b>Other than Permanent Employee</b> |               |                       |                            |            |             |                       |                            |            |
| Male                                 | No Applicable |                       |                            |            |             |                       |                            |            |
| Female                               |               |                       |                            |            |             |                       |                            |            |
| <b>Total</b>                         |               |                       |                            |            |             |                       |                            |            |

### 3. Details of Remuneration/Salary/Wages, in the following format:

#### (a) Median Remuneration/Salary/Wages

|                                  | Male           |                                                                          | Female   |                                                                         |
|----------------------------------|----------------|--------------------------------------------------------------------------|----------|-------------------------------------------------------------------------|
|                                  | Number**       | Median Remuneration/ Salary/ Wages of respective category for FY 2025-26 | Number** | Median Remuneration/ Salary/Wages of respective category for FY 2025-26 |
| Board of Directors (BoD)*        | 7              | NIL                                                                      | 1        | NIL                                                                     |
| Key Managerial Personnel         | 2              | 5783544                                                                  | NIL      | NIL                                                                     |
| Employees other than BoD and KMP | 2261           | 4044186963                                                               | 532      | 969187498                                                               |
| Workers                          | Not Applicable |                                                                          |          |                                                                         |

\*No Remuneration/Salary is paid to Functional Directors and Government Nominee Directors. Independent Directors are paid only sitting fees, reimbursement of travel, hotel expenditure for attending Board & its Committee meetings. As on 31.03.2026, there was Eight Directors on the Board of MTNL (Four Functional Directors, Two Government Nominee Directors and Two Independent Directors respectively)

\*\* As on 31st March 2026

#### (b) Gross Wages Paid to Females as % of Total Wages Paid by the Entity, in the following format:

|                                                 | FY 2025-26 | FY 2024-25 |
|-------------------------------------------------|------------|------------|
| Gross Wages Paid to Females as % of Total Wages | 19.31%     | 19.12%     |

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

The Company accords the highest priority for protection and upliftment of human rights and the Board and Senior Management are fully responsible and Committed for addressing human rights impacts or issues caused or contributed, by the Company's business and any actions, broadly speaking. However, the Company believes that its employees shall live with social & economic dignity & freedom, and treated equally regardless of gender, race, economic status, caste or religion. The Company's support for the fundamental principles of human rights is reflected in the Company policies and actions towards our employees, suppliers, customers and communities.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

MTNL has its own Grievance Redressal Procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of employee grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issues raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization.

**6. Number of Complaints on the following made by Employees and Workers:**

|                                   | FY 2025-26            |                                       |         |
|-----------------------------------|-----------------------|---------------------------------------|---------|
|                                   | Filed during the Year | Pending Resolution at the end of Year | Remarks |
| Sexual Harassment                 | NIL                   | NIL                                   | NIL     |
| Discrimination at workplace       | NIL                   | NIL                                   | NIL     |
| Child Labour                      | NIL                   | NIL                                   | NIL     |
| Forced Labour/Involuntary Labour  | NIL                   | NIL                                   | NIL     |
| Wages                             | NIL                   | NIL                                   | NIL     |
| Other human rights related issues | NIL                   | NIL                                   | NIL     |

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

|                                                                                                                             | FY 2025-26 | FY 2024-25   |
|-----------------------------------------------------------------------------------------------------------------------------|------------|--------------|
| Total Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013) | Nil        | 02           |
| Complaints on POSH as % of Female Employees/Workers                                                                         | Nil        | 02/581=0.34% |
| Complaints on POSH upheld                                                                                                   | Nil        | NIL          |

## 8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

MTNL has its own grievance redressal procedure for employees. Management of the Company believes in the philosophy of an Open Door Policy in the matter of redressal of employees grievances. An aggrieved employee can approach his/her Departmental Head or the concerned officer of the Personnel Department (including the Head of the Personnel Department) and discuss his/her grievance. Best efforts are made to enable prompt actions on the issue(s) raised by the employee. The objective of the Grievance Redressal Procedure is to provide an easily accessible machinery for settlement of grievances, and to adopt measures as would ensure expeditious settlement of grievances, leading to increased satisfaction on the job and resulting in improved productivity and efficiency of the organization. The Company has constituted an Internal Complaints Committee in MTNL CO, Delhi Unit and Mumbai Unit to look into the complaints on Prevention, Prohibition & Redressal of Sexual Harassment of Women at Workplace and matters concerned therewith or incidental thereto covering all aspects as contained in the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. The Committee consist of the following members:

- A Presiding Officer: This must be a senior female employee of the organization.
- Two employee members: These employees must be aware and sensitive to gender issues and dedicated to the cause of women or possess some legal knowledge on related matters.
- One External member: This should be from an NGO or Association committed to the cause of women and issues related to sexual harassment. The composition should be such that half of the total members must be women.

### Duties of the Internal Complaints Committee:

The Internal Complaints Committee once constituted, plays a pivotal role in the effective implementation of the provisions at the workplace. A general list of duties of the Committee is enumerated as follows:

- Implementation of the Anti-Sexual Harassment Policy at the workplace.
- Submit an Annual Report (Including details like the number of case files at their disposal, etc.)
- Bring about awareness about what comprises 'sexual harassment' at the workplace by way of workshops, posters, documents, notices, seminars, etc.
- Publicize the policy framework effectively.
- Provide the victims with a safe and accessible mechanism of complaint.
- Initiation of inquiry at the earliest.
- Redress the complaints in a judicious manner.
- Provide interim relief to the complainant.

- Provide an opportunity for conciliation wherever possible.
- Stick to the principles of natural justice at all stages of the proceedings.
- Whenever required, forward the complaint to the police.
- Submit the inquiry report along with recommendations.
- Maintain confidentiality in regard to the proceedings taking place before the Committee.

**9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

MTNL has amended its Procurement Manual as suggested by Central Vigilance Commission (CVC) in its Board Meeting held on 28.05.2025. Various statutory provisions relating to Labour Laws, Taxation, Workmen Safety, Child and Women Labour, Private Security Agencies, Environmental Protection, Mining, Forest clearance, Employment reservations, as applicable has to be complied by the Vendor. Further, at the time of processing of bills from the Vendor, compliance of Labour Law Regulations such as proof of payment of wages, labour records muster roll, attendance cum wage slip including contribution of EPF/ESIC have to be taken from the Vendor and verified. The Vendor has to ensure safety, security and insurance or life insurance of their personnel who is working on the operation and maintenance works by taking insurance policy and payment of premium.

**10. Assessments for the Year:**

|                             | % of your Plants and Offices that were assessed (by Entity or Statutory Authorities or Third Parties) |
|-----------------------------|-------------------------------------------------------------------------------------------------------|
| Child Labour                | Not Applicable                                                                                        |
| Forced/Involuntary Labour   |                                                                                                       |
| Sexual Harassment           |                                                                                                       |
| Discrimination at Workplace |                                                                                                       |
| Wages                       |                                                                                                       |

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

**Essential Indicators**

**1. Details of Total Energy Consumption (in Joules or multiples) and Energy Intensity, in the following format:**

MTNL does not have production / manufacturing facility. It runs Telephone Exchanges in Delhi and Mumbai.

Steps taken by Mumbai Unit to reduce power consumption is given as below:

- Lights & fans in the unused cabins are switched off.
- Staff is requested to switch off lights & fans when not required & while leaving office.
- Old AC units are scrapped and new AC units installed as per requirement
- Old higher capacity Power plant and batteries are scrapped and new low capacity power plant and battery units are installed as per requirement.
- All old OCB/EWSD exchanges and DSLAMS are replaced with LMG. This result in reduction of power consumption.
- Scrapping of old, unused, faulty computers and other electronic equipment's like fax machines, printers, faulty telephone instruments, etc. to reduce E Waste.
- Scrapping of hazardous waste like exchange batteries, old power plants, AC units, etc. has been initiated.
- Initiated scrapping of other items like old papers, furniture (Wooden/Metal), vehicles etc.
- Decommissioning of RSU wire centers (installed LMGs) due to financially nonviable and migration of Landline numbers to FTTH numbers.

Steps taken by Delhi Unit to reduce power consumption is given as below:

- Lights, fans, computers etc in the unused rooms/cabins are switched off in the offices of this unit.

(In Lakh Joules)

| Parameter                                                                            | FY 2025-26 |             |            | FY 2024-25    |             |              |
|--------------------------------------------------------------------------------------|------------|-------------|------------|---------------|-------------|--------------|
|                                                                                      | Delhi Unit | Mumbai Unit | Total      | Delhi Unit    | Mumbai Unit | Total        |
| Total electricity consumption (A)                                                    | 1219546401 | 1359080640  | 2578627041 | 1548856584    | 1901387988  | 3450244572   |
| Total fuel consumption (B)                                                           | 997445     | 8375768     | 9373213    | 1368830.23    | 7923614     | 9292444.23   |
| Energy consumption through other sources (C)                                         | 3888000    | 0           | 3888000    | 3437028       | 0           | 3437028      |
| Total energy consumption (A+B+C)                                                     | 1224431846 | 1367456408  | 2591888254 | 1553662442.23 | 1909311602  | 3462974044.2 |
| Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) | 0.17       |             |            | 0.26          |             |              |

2. Does the entity have any sites / facilities identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

**3. Provide details of the following disclosures related to water, in the following format:**

MTNL is a Telecom Service Provider Company and does not have production / manufacturing facility, therefore its water intensity is negligible.

| Parameter                                                                       | FY 2025-26 | FY 2024-25 |
|---------------------------------------------------------------------------------|------------|------------|
| <b>Water withdrawal by source (in kiloliters)</b>                               |            |            |
| 1. Surface water                                                                | -          | -          |
| 2. Groundwater                                                                  | -          | -          |
| 3. Third party water                                                            | -          | -          |
| 4. Seawater / desalinated water                                                 | -          | -          |
| 5. Others                                                                       | -          | -          |
| <b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b> | -          | -          |
| <b>Water intensity per rupee of turnover (Water consumed / turnover)</b>        | -          | -          |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

NO

**4. Provide details of the following disclosures related to water discharged:**

Not Applicable

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Not Applicable

**6. Please provide details of air emissions (other than GHG emissions) by the Entity, in the following format:**

MTNL is a Telecom Service Provider Company and does not have production / manufacturing facility. However, it complies with all applicable Environmental & Pollution laws and Regulations.

| Parameter                           | Please specify unit | FY 2025-26 | FY 2024-25 |
|-------------------------------------|---------------------|------------|------------|
| NO <sub>x</sub>                     | -                   | -          | -          |
| SO <sub>x</sub>                     | -                   | -          | -          |
| Particulate matter (PM)             | -                   | -          | -          |
| Persistent organic pollutants (POP) | -                   | -          | -          |
| Volatile organic compounds (VOC)    | -                   | -          | -          |
| Hazardous air pollutants (HAP)      | -                   | -          | -          |
| Others– please specify              | -                   | -          | -          |

**7. Provide details of Greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

MTNL is a Telecom Service Provider Company and does not have production / manufacturing facility. However, it complies with all applicable Environmental & Pollution laws and regulations. MTNL is also taking several steps to reduce Electricity consumption.

8. **Does the Entity have any project related to reducing Green House Gas emission? If yes, then provide details.**

Not Applicable

9. **Provide details related to Waste Management by the Entity, in the following format\*:**

| Parameter                                       | FY 2025-26 | FY 2024-25 |
|-------------------------------------------------|------------|------------|
| <b>Total Waste Generated (in metric tonnes)</b> |            |            |
| Hazardous waste generated                       | -          | -          |
| Non-hazardous waste generated                   | -          | -          |
| <b>Total</b>                                    | -          | -          |
| Waste diverted from disposal                    | -          | -          |
| Category of waste (Hazardous)                   | -          | -          |
| (i) Recycled                                    | -          | -          |
| <b>(ii) Re-used</b>                             | -          | -          |
| (iii) Other recovery operations                 | -          | -          |
| <b>Total</b>                                    | -          | -          |
| Category of waste ( Non Hazardous)              | -          | -          |
| (i) Recycled                                    | -          | -          |
| <b>(ii) Re-used</b>                             | -          | -          |
| (iii) Other recovery operations                 | -          | -          |

\*Considering the nature of business, the Company does not generate any material waste other than negligible quantity of e-waste. Disposal of old, unserviceable & obsolete IT equipment is primarily done based on the processes recommended by a Scrapping Committee constituted once the disposal of obsolete IT infra is contemplated.

10. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

Adoption of working through e-file, email and messages has considerably reduced the waste generation. Scrap material is re-used in new works to reduce cost and wastage. Disposal of old, unserviceable & obsolete IT equipment's, identified as e-waste, in MTNL, Scrapping for Computer items done in 2019 through MSTC. The life of Computer has been fixed for seven years. Given the nature of business and operations, the Company does not have material plastic waste and other waste. Further, the Company does not have any hazardous waste.

11. **If the Entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests,**

coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not Applicable

- 12. Details of Environmental Impact Assessments of projects undertaken by the Entity based on applicable laws, in the current financial year:**

Not Applicable

- 13. Is the entity compliant with the applicable Environmental Law/ Regulations/ Guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances.**

MTNL is not a Manufacturing Company. Hence, the given question has limited relevance. However, the Company complies with applicable Environmental & Pollution Laws and Regulations in respect of its premises and operations. MTNL complies with the Electromagnetic Field (EMF) radiation norms prescribed by the Department of Telecommunications (DoT), Government of India, for all operational telecom infrastructure. The Company adheres to the exposure limits and monitoring requirements stipulated by DoT and ensures compliance through periodic testing, audits, and certifications, as applicable. The prescribed EMF exposure limits in India are among the most stringent globally and are based on internationally accepted standards.

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent:**

#### **Essential Indicators**

- 1. a. Number of affiliations with Trade and Industry Chambers/ Associations.**  
NIL.  
**b. List the Top 10 Trade and Industry Chambers/ Associations (determined based on the total members of such body) the Entity is a member of/ affiliated to.**  
NIL.
- 2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the Entity, based on adverse orders from regulatory authorities.**  
Not Applicable

**PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT:**

#### **Essential Indicators**

- 1. Details of Social Impact Assessments (SIA) of Projects undertaken by the Entity based on applicable laws, in the Current Financial Year.**  
Not Applicable

2. **Provide information on Project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your Entity, in the following format:**

Not Applicable

3. **Describe the mechanisms to receive and redress grievances of the community.**

MTNL has framed its Citizen/Client Charter which is available in the given link <https://mtnl.in/citizencharter.pdf>. Also, Common Charter of Telecom Services 2005 is also available in the given link <https://mtnl.in/telecom05.html>. Telecom Consumer Charter for MTNL Delhi Unit is given in the following link <https://mtnldelhi.in/ccdelhi.pdf>. Consumer Complaints Redressal Regulation in MTNL Mumbai Unit is given in the following link <https://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation>.

4. **Percentage of Input Material (Inputs to Total Inputs by Value) sourced from Suppliers:**

|                                                                      | FY 2025-26    | FY 2024-25    |
|----------------------------------------------------------------------|---------------|---------------|
| Directly sourced from MSMEs/ Small Producers                         | 99.25%        | 99.99%        |
| Sourced directly from within the district and neighbouring districts | Not Available | Not Available |

5. **Job Creation in Smaller Towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:**

Not Applicable

## PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

### Essential Indicators

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

**Grievance Redressal Mechanism in MTNL Delhi Unit:** - The following are the different mechanism for receiving and responding to consumer complaints and feedback:

- Customers can book complaints online at website <https://mtnldelhi.in/>
- Call Centre numbers: Type of Service Toll free Consumer care Number(s) at Complaint Centre(s) Alternate Specific Number accessible from other networks General Information Number Alternate Specific Number accessible from other networks Unified Access Call Centre numbers:

| Type of Service | Toll free Customer Care Number(s) at Complaint Center(s) | Alternate Specific Number Accessible from other networks | General Information Numbers | Alternate Specific Number Accessible from other networks | Unified Access No. |
|-----------------|----------------------------------------------------------|----------------------------------------------------------|-----------------------------|----------------------------------------------------------|--------------------|
| Landline        | 198                                                      | XXXX2198                                                 | 1500                        | 22221500                                                 | 1130               |
| Broadband       | 198, 1504                                                | XXXX2198, 22221504                                       | 1504                        | 22221504                                                 |                    |
| FTTH            | 1507                                                     | 22221507                                                 | 1507                        | 22221507                                                 |                    |
| GSM             | 1503                                                     | 1800111503                                               | 1503                        | 1800111503                                               |                    |

“xxxx” stands for exchange code i.e. first four digits of Landline Telephone number for which complaint is to be booked.

- Customers may contact to senior officials if required. The contact details of the MTNL senior officials are available on the MTNL Delhi website: <https://mtnldelhi.in/customer-care/senior.htm>
- Consumers may also visit MTNL Sanchar Haats.

In case the complaint is not redressed within specified time-limit or if customer is not satisfied, then to accelerate the redressal of his complaint, he can lodge appeal to appellate authority. The details of Appellate Authorities of MTNL are available on website of MTNL Delhi ([www.mtnldelhi.in](http://www.mtnldelhi.in)). In addition, the customer has an option to lodge his grievance, in case of non-resolution of his grievances, on other platforms like: TRAI website: <http://www.trai.gov.in> Public grievances to the Central Government (Centralized CPGRAMS) website: <http://pgportal.gov.in>. Customer can also booked complaint through e-mail id.

**Grievance Redressal Mechanism in MTNL Mumbai Unit:** Following are the different mechanism for receiving and responding to consumer complaints and feedback:

- Customers can book complaints online at website <http://mtnlmumbai.in/>.
- Call Centre numbers:

| Type of Service | Toll free Consumer care Number(s) at Complaint Centre(s) | Alternate Specific Number accessible from other networks | General Information Number | Alternate Specific Number accessible from other networks | Unified Access No. |
|-----------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------|----------------------------------------------------------|--------------------|
| Landline        | 198                                                      | xxxx2198                                                 | 1500                       | 22221500                                                 | 1130               |
| Broadband       | 198,1504                                                 | Xxxx2198, 22221504                                       | 1504                       | 22221504                                                 |                    |
| FTTH            | 1505                                                     | 22221505                                                 | 1505                       | 22221505                                                 |                    |
| GSM             | 1503                                                     | 1800221503                                               | 1503                       | 1800111503                                               |                    |

“xxxx” stands for exchange code i.e. first four digits of Landline Telephone number.

- Customers may contact to senior officials if required. The contact details of the MTNL senior officials are available on the MTNL website: <https://mtnlmumbai.in/index.php/mtnl-senior-officers>
- Consumers may also visit Quick Customer Care Centre’s (QCSCs).

**2. Turnover of Products and /Services as a Percentage of Turnover from all Products/Service that carry information about:**

|                                                                                                                                     | As a Percentage to Total Turnover |
|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Environmental and Social Parameters Product relevant to the (Energy Used, Water Consumed, No. of People involve in production etc)* | Not Applicable                    |
| Safe and Responsible Usage                                                                                                          |                                   |
| Recycling and/or Safe Disposal                                                                                                      |                                   |

As, MTNL is a Telecom Service Provider Company, the above-mentioned point is not applicable.

**3. Number of Consumer Complaints in respect of the Data Privacy, Advertising, Cyber-security, Delivery of Essential Services, Restrictive Trade Practices, Unfair Trade Practices, other:**

Details of Customer Complaints for the Period From 01.04.2025 to 31.03.2026 in Delhi and Mumbai Unit is given below:-

| Sl. No | PARTICULARS      | TOTAL RECEIVED |            | TOTAL PENDING |            | % OF PENDING CASES AT THE END OF FINANCIAL YEAR |            |
|--------|------------------|----------------|------------|---------------|------------|-------------------------------------------------|------------|
|        |                  | MUMBAI UNIT    | DELHI UNIT | MUMBAI UNIT   | DELHI UNIT | MUMBAI UNIT                                     | DELHI UNIT |
| 1.     | P.G. Cases       | 971            | 1358       | 12            | 13         | 1.2                                             | 0.96       |
| 2.     | Landline Faults  | 70587          | 23386      | 8125          | 27         | 11.51                                           | 0.12       |
| 3.     | Broadband Faults | 3185           | 7913       | 687           | 2          | 21.56                                           | 0.03       |

**4. Details of instances of product recalls on account of safety issues:**

- Voluntary recalls – Number and Reasons for recall
- Force recalls – Number and Reasons for recall

Not Applicable as MTNL is a Telecom Service Provider Company and does not have production / manufacturing facility.

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

MTNL has its IT security Policy only for internal use. Since it is for internal use only, it is not available for common Public. However, MTNL has placed some security advisories for common public on its websites. These security advisories are placed at <https://mtnldelhi.in/advisory.htm> for Delhi and for Mumbai, a link is available under the tab “Other Links” under head “Information Security Education and Awareness” at MTNL Mumbai Website i.e. [www.mtnlmumbai.in](http://www.mtnlmumbai.in).

IT system Security Audit of all applications and associated ancillary IT systems including WFMS, FRS, Convergent billing and other billing systems is carried out by MTNL from time to time. Accordingly, the recommendation of Audit agency/firm are implemented to the extent possible to strengthen the security of IT system and infrastructure. All the customer data stored in IT systems, managed by MTNL or outsourced (if applicable), is

governed by standard data management policies and data is fully protected by various security arrangements done at various levels. Further, IT systems are protected by very strong security frame work governed by three tier security structure and system of firewalls and IP based access to CDR system offers added security. In addition to this, MTNL has also upgraded its MPLS network and Next generation Firewalls have been commissioned along-with syslog servers and application which has enhanced the security of MPLS network of MTNL.

- 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services**

Not Applicable. Also kindly refer Point No 5 above.

- 7. Provide the following information related to data breaches:**

| S. No. | Subject                                                                                | No. of Incidence | Action Taken                                                                                                                                                                            |
|--------|----------------------------------------------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (a)    | Number of instances of data breaches                                                   | 1                | Defamation of FTS server in May-2025. Infected Server isolated from network, Logs analyzed. Firewall and Server Logs shared with Security agencies. Suspected IPs blocked in Firewalls. |
| (b)    | Percentage of data breaches involving personally identifiable information of customers | Nil              | NA                                                                                                                                                                                      |
| (c)    | Impact, if any, of the data breaches                                                   | Nil              | NA                                                                                                                                                                                      |

**FOR & BEHALF OF BOARD OF DIRECTORS**

**(A. ROBERT J. RAVI)**  
**Chairman & Managing Director**

**Place: NEW DELHI**

**Date: 12.08.2026**

## ANNEXURE TO BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                       |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>P1</b> | <b>Businesses should conduct and govern themselves with Ethics, Transparency and Accountability</b><br>MTNL conducts its business activities with utmost importance to ethics, transparency and accountability. The various policies, codes and rules framed in this regard include:-                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                       |
|           | <b>Name of the Policy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Weblink</b>                                                                                                                                                                                                                                                                                        |
|           | Guidelines on Corporate Governance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <a href="https://mtnl.in/corporategovernance.html">https://mtnl.in/corporategovernance.html</a>                                                                                                                                                                                                       |
|           | Policy for Prevention of Fraud                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <a href="https://mtnl.in/PIDPI.pdf">https://mtnl.in/PIDPI.pdf</a>                                                                                                                                                                                                                                     |
|           | Whistle Blower Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <a href="https://mtnl.in/whistleBlowerPolicy.pdf">https://mtnl.in/whistleBlowerPolicy.pdf</a>                                                                                                                                                                                                         |
|           | Code of Business Conduct and Ethics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <a href="https://mtnl.in/codeofconduct.pdf">https://mtnl.in/codeofconduct.pdf</a>                                                                                                                                                                                                                     |
|           | Policy on Materiality of Related Party Transactions and Dealing with Related Party Transactions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <a href="https://mtnl.in/RELATED%20PARTY%20TRANSACTION%20POLICY.pdf">https://mtnl.in/RELATED%20PARTY%20TRANSACTION%20POLICY.pdf</a>                                                                                                                                                                   |
|           | Internal Code of Conduct for Prevention of Insider Trading in Dealing with Securities of MTNL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <a href="https://mtnl.in/INTERNAL%20CODE%20OF%20CONDUCT%20FOR%20PREVENTION%20OF%20INSIDER%20TRADING%20IN%20MTNL.pdf">https://mtnl.in/INTERNAL%20CODE%20OF%20CONDUCT%20FOR%20PREVENTION%20OF%20INSIDER%20TRADING%20IN%20MTNL.pdf</a>                                                                   |
|           | Code of Practices and Procedures for fair disclosure of Unpublished Price Sensitive Information (UPSI)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <a href="https://mtnl.in/CODE%20OF%20PRACTICES%20AND%20PROCEDURES%20FOR%20FAIR%20DISCLOSURE%20OF%20UNPUBLISHED%20PRICE%20SENSITIVE%20INFORMATION.pdf">https://mtnl.in/CODE%20OF%20PRACTICES%20AND%20PROCEDURES%20FOR%20FAIR%20DISCLOSURE%20OF%20UNPUBLISHED%20PRICE%20SENSITIVE%20INFORMATION.pdf</a> |
|           | Citizen Charter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <a href="https://mtnl.in/citizencharter.pdf">https://mtnl.in/citizencharter.pdf</a>                                                                                                                                                                                                                   |
|           | Dividend Distribution Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <a href="https://mtnl.in/mddp.pdf">https://mtnl.in/mddp.pdf</a>                                                                                                                                                                                                                                       |
|           | Conduct, Discipline & Appeal Rules, 1998                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <a href="https://mtnl.in/Humanresource.html">https://mtnl.in/Humanresource.html</a> , <a href="https://mtnl.in/cc_appeal.PDF">https://mtnl.in/cc_appeal.PDF</a> .                                                                                                                                     |
|           | Policy for Determining Materiality of an Event or Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <a href="https://mtnl.in/Policy%20for%20determining%20Materiality%20of%20an%20Event%20or%20Information.pdf">https://mtnl.in/Policy%20for%20determining%20Materiality%20of%20an%20Event%20or%20Information.pdf</a>                                                                                     |
|           | In addition to the above, there are other policies and rules, which are internal documents of the Company and are accessible to the employees of the Company on Intranet.                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                       |
| <b>P2</b> | <b>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.</b><br>Details of the Company's services are available at <a href="https://mtnldelhi.in/">https://mtnldelhi.in/</a> and <a href="https://mtnlmumbai.in/">https://mtnlmumbai.in/</a> . Further, CSR Policy of the Company is available at <a href="https://mtnl.in/csr_2014.pdf">https://mtnl.in/csr_2014.pdf</a> , The Procurement Manual is available in the following link <a href="https://mtnldelhi.in/mtnlproc_june2022.pdf">https://mtnldelhi.in/mtnlproc_june2022.pdf</a> . |                                                                                                                                                                                                                                                                                                       |

|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>P3</b> | <b>Businesses should promote the well-being of all employees</b><br><br>Guidelines/Circulars/orders/Instructions issued by the Concerned Ministry duly endorsed by CO are duly complied by Company. The Company has adopted various employee-oriented policies in line with the general laws and regulations and sound ethical practices. Such policies are normally approved by the Board of Directors and are accessible to the employees of the Company on the Intranet <a href="https://mtnl.in/Humanresource.html">https://mtnl.in/Humanresource.html</a> , <a href="https://mtnl.in/cc_appeal.PDF">https://mtnl.in/cc_appeal.PDF</a> , <a href="https://mtnl.in/whistleBlowerPolicy.pdf">https://mtnl.in/whistleBlowerPolicy.pdf</a> , <a href="https://mtnl.in/codeofconduct.pdf">https://mtnl.in/codeofconduct.pdf</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>P4</b> | <b>Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized</b><br><br>The Company respects the interest of all its stakeholders, including those who are disadvantaged, vulnerable & marginalized. The Company works towards inclusive growth through its CSR Policy approved by the Board of Directors. The CSR Policy is available at <a href="https://mtnl.in/ccr_2014.pdf">https://mtnl.in/ccr_2014.pdf</a> , <a href="https://mtnl.in/whistleBlowerPolicy.pdf">https://mtnl.in/whistleBlowerPolicy.pdf</a> . Information to Shareholders and Bondholders are given at <a href="https://mtnl.in/reports.html">https://mtnl.in/reports.html</a> , <a href="https://mtnl.in/finres.html">https://mtnl.in/finres.html</a> , <a href="https://mtnl.in/shareholding.html">https://mtnl.in/shareholding.html</a> . Policies of the Company are given at <a href="https://mtnl.in/policy.html">https://mtnl.in/policy.html</a> . Dividend Distribution Policy of the Company are given at <a href="https://mtnl.in/mddp.pdf">https://mtnl.in/mddp.pdf</a> Policy for Determining Materiality of an Event or Information of the Company are given at <a href="https://mtnl.in/Policy%20for%20determining%20Materiality%20of%20an%20Event%20or%20Information.pdf">https://mtnl.in/Policy%20for%20determining%20Materiality%20of%20an%20Event%20or%20Information.pdf</a> Customer Care is given at following link <a href="https://mtnldelhi.in/customer-care/ccmobile.htm">https://mtnldelhi.in/customer-care/ccmobile.htm</a> , <a href="https://mtnldelhi.in/servicequality/basic.html">https://mtnldelhi.in/servicequality/basic.html</a> , <a href="https://mtnldelhi.in/servicequality/mobile.html">https://mtnldelhi.in/servicequality/mobile.html</a> , <a href="https://www.mtnlmumbai.in/index.php/customer-care/book-complaint">https://www.mtnlmumbai.in/index.php/customer-care/book-complaint</a> , <a href="https://www.mtnlmumbai.in/index.php/csc-locations">https://www.mtnlmumbai.in/index.php/csc-locations</a> , <a href="https://mtnldelhi.in/advisory.htm">https://mtnldelhi.in/advisory.htm</a> . |
| <b>P5</b> | <b>Businesses should respect and promote human rights</b><br><br>MTNL strives to safeguard and uphold human rights in all ways possible. The Company has a Code of Business Conduct & Ethics for its Board Members and Senior Managerial Personnel, which, inter-alia, casts moral imperative on the members of Senior Management to keep in mind the safety and protection of human life and environment and also to avoid discrimination on any grounds. The said Code is available at <a href="https://mtnl.in/codeofconduct.pdf">https://mtnl.in/codeofconduct.pdf</a> .<br><br>Whistle Blower Policy:- <a href="https://mtnl.in/whistleBlowerPolicy.pdf">https://mtnl.in/whistleBlowerPolicy.pdf</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>P6</b> | <b>Businesses should respect, protect and make efforts to restore the environment</b><br><br>Guidelines/Circulars/orders/Instructions issued by the Concerned Ministry duly endorsed by CO are duly complied by areas <a href="https://tarangsanchar.gov.in/emfportal">https://tarangsanchar.gov.in/emfportal</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>P7</b> | <b>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</b><br><br>While there is no specific policy with this title.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| P8 | <b>Businesses should support inclusive growth and equitable development</b><br><br>MTNL has framed its Citizen/Client Charter which is available in the given link <a href="https://mtnl.in/citizencharter.pdf">https://mtnl.in/citizencharter.pdf</a> . Also, Common Charter of Telecom Services 2005 is also available in the given link <a href="https://mtnl.in/telecom05.html">https://mtnl.in/telecom05.html</a> . Telecom Consumer Charter for MTNL Delhi Unit is given in the following link <a href="https://mtnldelhi.in/ccdelhi.pdf">https://mtnldelhi.in/ccdelhi.pdf</a> . Consumer Complaints Redressal Regulation in MTNL Mumbai Unit is given in the following link <a href="https://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation">https://mtnlmumbai.in/index.php/telecom-consumer-complaint-and-redressal-regulation</a> . The CSR Policy is available at <a href="https://mtnl.in/csr_2014.pdf">https://mtnl.in/csr_2014.pdf</a> .           |
| P9 | <b>Businesses should engage with and provide value to their customers and consumers in a responsible manner</b><br><br>Details are given in the following link:- <a href="http://www.mtnldelhi.in">www.mtnldelhi.in</a> , <a href="http://www.mtnlmumbai.in">www.mtnlmumbai.in</a><br><br><a href="https://mtnldelhi.in/customercare/ccmobile.htm">https://mtnldelhi.in/customercare/ccmobile.htm</a> , <a href="https://mtnldelhi.in/servicequality/basic.html">https://mtnldelhi.in/servicequality/basic.html</a> , <a href="https://mtnldelhi.in/servicequality/mobile.html">https://mtnldelhi.in/servicequality/mobile.html</a> , <a href="https://www.mtnlmumbai.in/index.php/customer-care/book-complaint">https://www.mtnlmumbai.in/index.php/customer-care/book-complaint</a> , <a href="https://www.mtnlmumbai.in/index.php/csc-locations">https://www.mtnlmumbai.in/index.php/csc-locations</a> , <a href="https://mtnldelhi.in/advisory.htm">https://mtnldelhi.in/advisory.htm</a> |